GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:238
ANSWERED ON:20.11.2002
COMPLAINTS RECEIVED IN KENDRIYA BHANDAR
RAGHUNATH JHA

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

to the reply given to USQ No. 782 dated March 3, 2002 and state:

(a) whether investigation into the complaints have been completed;

(b) if so, the outcome thereof;

(c) the action taken by the Government thereon;

(d) if not, the reasons for the delay;

(e) the details of the complaints that were received by the Government and the Kendriya Bhandar in the last one year; and

(f) the action taken thereon?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a)to(d): Implementation Statement in fulfillment of the assurance given in reply to Lok Sabha Unstarred Question No. 782 dated 6.3.2002 has been sent to the Ministry of Parliamentary Affairs and Lok Sabha Secretariat on 25.7.2002.

(e)&(f): Being a commercial organization, Kendriya Bhandar receives complaints on various subjects. There is adequate inhouse arrangement for dealing with such complaints. There is also a full time CVO in the Organization. Action is taken against the concerned employees/suppliers after carrying out investigations, wherever considered necessary.